



T-NEX Outline

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T-Nex Outline

Purpose:

Provide an understanding of the new TRICARE contracts and how they differ from current MCSC services





T-NEX

***Health Care, the final frontier.
These are the contracts of the Next TRICARE
Generation ,
Continuing mission: To provide world class health care
to Military Health System beneficiaries,
Promote wellness, optimize access, and remain
fiscally sound,***





TRICARE Contracts

TRICARE Mail Order Pharmacy (TMOP)

TRICARE Dual Eligible Fiscal Intermediary Kt (TDEFIC)

TRICARE Retail Pharmacy (TRRx)

National Quality Monitoring Contract (NQMC)

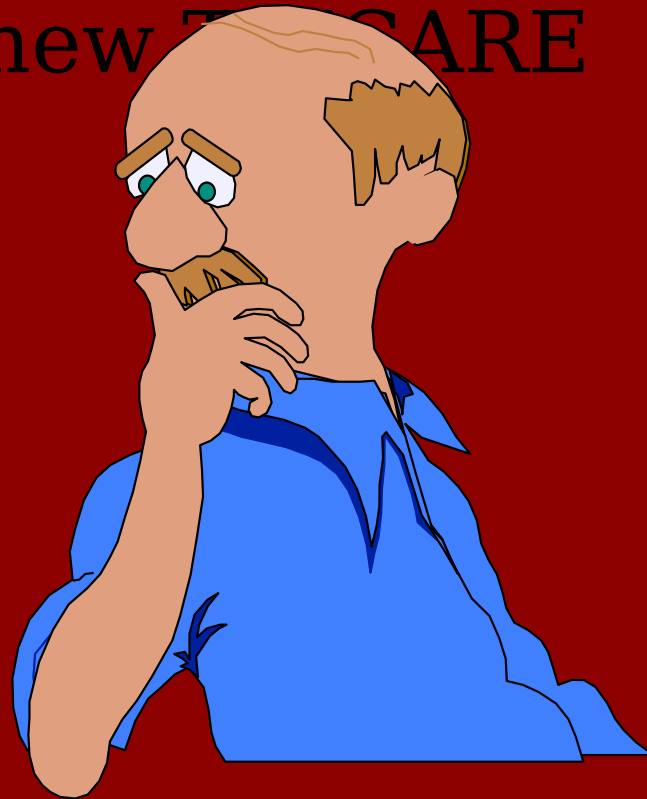
Marketing and Education

Managed Care Support Services



TRICARE Contracts

Who can tell me what the scope and objectives of the new TRICARE contracts are?





TRICARE Contracts

How many of you have read the
specifications?



If not, why not?





TRICARE Solicitations

On TMA website: <http://www.tricare.osd.mil>

Go to TRICARE Management Activity (list on left)

Click on Acquisition and Mgt Support (list on left)

Click on link to T-Nex Solicitations

READ/REVIEW



Solicitations with all amendments

TRICARE Aug 2002 Manuals specific to T-Nex



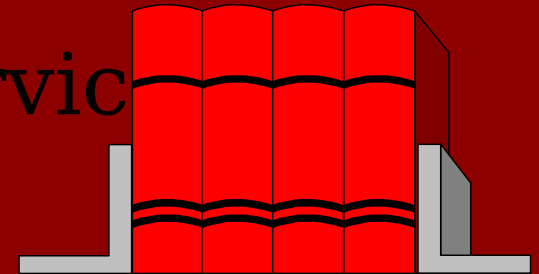
TRICARE Contracts - Focus

1. Optimize Health Care delivery in direct care system
2. Beneficiary Satisfaction
3. Attain Best Value Health Care
4. Fully operational services and systems with minimal disruption to beneficiaries and MTFs (Transition requirements)
5. Ready access to contractor maintained data
6. Simplify change process



TRICARE Contracts

Very similar to current service



Technical requirements, specific tasks, outcomes and/or standards in TRICARE Manuals

Requirements rewritten to more clearly identify Gvt's needs



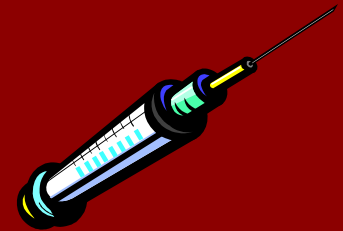
TRICARE MAIL ORDER PHARMACY

TRICARE Mail Order Pharmacy Contract –

Awarded to Express Scripts

Started 1 Mar 03, five option periods

For TRICARE and CHCBP Worldwide



Prescription order processing – all incl overseas

Coordination of benefits w/OHI

Toll free telephone number, 24 hrs a day, 7 days a week

Website: TMOP benefit, contact info, beneficiary on-line ordering of refills and tracking of prescription, etc.



TRICARE Dual Eligible Fiscal Intermediary

TRICARE Dual Eligible Fiscal Intermediary Contract

Claims processing & customer support svcs for MHS
dual-eligibles (Medicare and TRICARE)

Proposals received - Awd pending

9 mo transition (o/a 1 Jul 03), 5 option pds

Starts claims processing - 1 Oct 04

Identify and adjudicate TPL and WC claims

DoD access to Ktr data

Read Only access, training and customer s
to DOD Ops Ctrs, HBAs and BCACs





TRICARE Retail Pharmacy

TRICARE Retail Pharmacy Contract



Comprehensive retail pharmacy network, FI and Pharmacy Benefits Manager (PBM) Services

All DoD beneficiaries in 50 US, DC, Guam, PR and US Virgin Islands

RFP issued, proposals due 12 May 03

6 mo Phase-In upon awd, 5 option pds (1Apr 04)



TRICARE Retail Pharmacy

TRICARE Pharmacy Information Card

Bene Svc Ctr – Open weekends and
holidays

Website

Tracking of delivery of medication

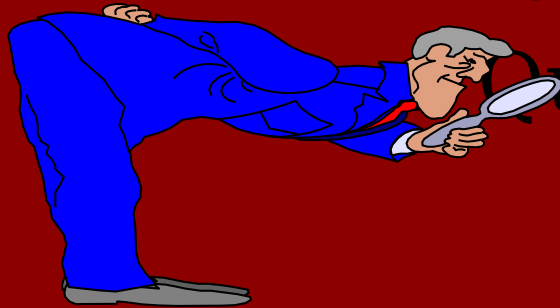
Refined Access Standards

Read-only access to Ktr claims system





National Quality Monitoring Contract



Quality Monitoring Contract (NQMC)

RFP issued; proposals due 3 Jun 03

6 mo transition upon awd, 5 opt pds

Provide Gvt with reports on quality of
services



National Quality Monitoring Contract

Identified best practices provided to all

Reviews:

- MH facility certification**

- Peer review**

- Reconsideration**

- Standard of Care determinations for MTF malpractice cases**

Implementing specific focused studies & how to deal w/ results (TMA select study issues - NQMC will conduct study)

Standardized reporting methods to allow:

- Identification of trends**

- Identification of issues**

- Documenting of follow-up actions/procedures**



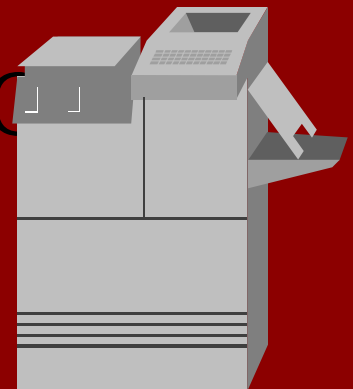
Marketing and Education

GSA contract



Standardized market and education materials

Printing & distribution - GPO

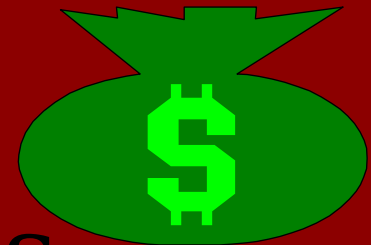


Input from MTFs



Other Services

Funding to Services for:



TRICARE Health Care Info Svs

HEAR

UM

Appointment Making

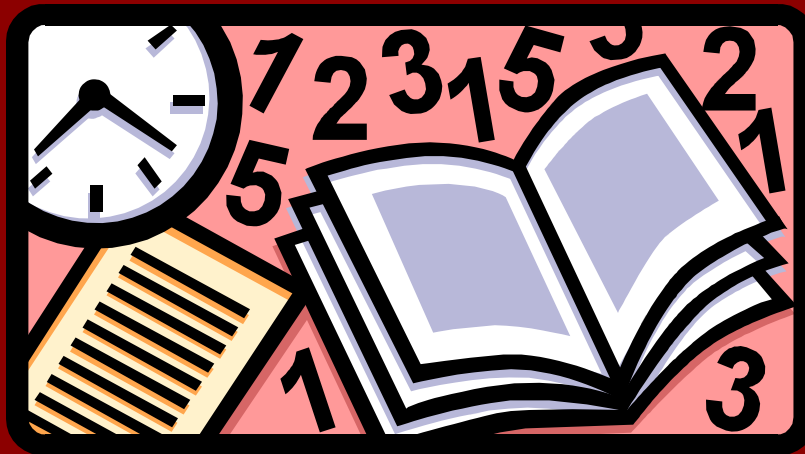


T-Nex – MCSC

Return of referral data

Contractor to self inspect and audit referrals

24/7 provider locator telephone svcs



T-NEX MCSC

“Take Care of Yourself” and Take Care of your Children” hand books

Care coordination



TSCs to provide 10 hrs a wk additional customer support, e.g., briefings, etc.

MCSC & MTF to develop contingency program

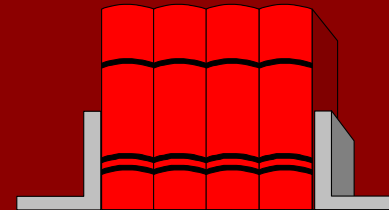
MCSC to participate in two contingency exercises at each MTF a year





T-NEX MCSC

Reports



Gvt to have access to full set of MCSC data

Contractor to provide data pullers in MTFs, LA, TMA, HA, and SG Offices

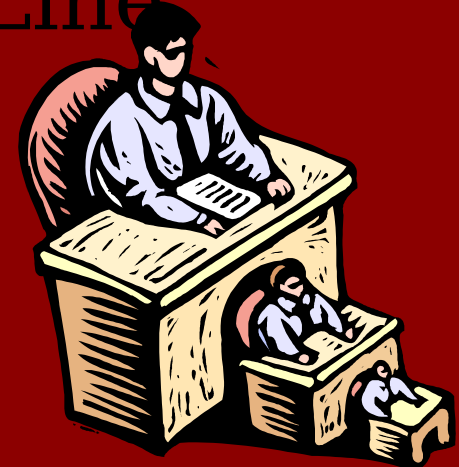
Claims to be submitted electronically

Gov Rep in Prime and major subcontractor facilities



T-NEX MCSC Changes

Extended Prime service area
Reno (Prime in areas without
Appointment making to MTF
TRICARE Plus
Health Care Information Line
UM - reviews, etc.



T-Nex Contracts

Questions?

